



**UNIVERSAL SERVICE FUND
LIBRARY TECHNOLOGY PLAN
APPLICATION
INSTRUCTIONS**

1. The mission statement should consist of one or two sentences that describe the broad, overall goal the library wishes to accomplish in serving its patrons. It should not be technology specific, but should apply to any service the library offers.
2. Goal(s) listed should define the technological direction in which the library wants to proceed. In other words they are the big steps the library takes to support its mission. Strategies will include the objectives and activities needed to fulfill the goals. Objectives are the narrow, specific means by which you achieve the library's technology goals. Objectives are also time based, understandable and measurable. You should use these objectives to measure the success of your technological progress. Activities are the specific steps the library will take to carry out the objective.

Ex: Goal

Objective 1

Activity 1

Activity 2

Objective 2

Activity 1

Activity 2
3. A listing of the hardware and software currently used in the library and a description of their functions in relation to library services provides sufficient description of the technology already in place. A description of the hardware and software needed to fulfill the library's goals and strategies and an estimated timetable for implementation is sufficient for describing additional hardware. This list is not intended as a shopping list that you will be held to, but a summary of items that show you are aware of what is needed to accomplish your goals.
4. Think of this as a skills inventory. List the skills currently used to run technology-related activities the library is currently doing. List any unutilized technology skills or any technology skills that staff is in the process of building for future technology projects. If staff skills are needed to support future projects, provide an outline of what types of continuing-education opportunities are required or will be developed to help staff members acquire the needed skills.
5. A technology budget should allocate specific funds for technology related expenses to cover maintaining existing library technology, purchasing new technology and upgrading or replacing outdated technology. Staff salaries and costs are not included in this budget. The only "human" costs that should be included are contract services, such as hiring a consultant or third-party maintenance of a system.
6. Evaluation is the most important part of the planning process. You must have a solid, ongoing evaluation process to measure the success of your technology plan and to help

you make course corrections as the library's needs and technology change. Evaluation should be a part of normal library operating procedure with target benchmarks or goals set and prioritized. A regular review should be planned of the accomplishments, failures and revisions over the course of the technology plan's time period. Revisions may not be necessary, but regular reviews of the technology plan should be incorporated into the evaluation plan.

The library's goals and objectives may serve as benchmarks for the evaluation plan. A timeline for accomplishing these benchmarks that incorporates the review process will set the plan framework. Evaluation should incorporate feedback from the individuals who use the technology. Their input should be used in the revision process if necessary.

7. Although this question is not required under the technology plan guidelines, it will probably be asked in the future in order to help strengthen the program and to serve as a benchmark for the program's success. Although there is no requirement that the savings be applied to technology, the goal of the program and the discounts is to advance technology in the library. The application of the discounts toward making the library the technology center of the community will help strengthen the program in the future. Therefore, please provide any information you may currently have on how you will use the savings from the Universal Service fund in your libraries. This may reflect a broad use of the funds and need not include specific items you will purchase.